AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County Wireless E9-1-1 Status Report
April 1, 2010 – April 30, 2010

- ## PSAP Operations

9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,806	976	34.8%	1,829	65.2%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July									
June									
May									
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	**11,576**	**4,252**	**36.8%**	**7,307**	**63.2%**	**17**	**0.1%**	**2,208**	**19.1%**
AVG PER MO	**2,894**	**1,063**		**1,827**		**4**		**552**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – April 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
04/13/10	AT&T Mobility	7	21	Kauai PSAP/Akimeka

- ## PSAP Operations (continued)

04/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.

The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided. |
04/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
04/01/10 -- Ongoing	Akimeka personnel contacted and is awaiting a response from Allan Hanke of the DLNR to obtain the Polihale State Park callbox latitude and longitude. There is currently no identification on the callbox. Identification will be assigned once the latitude and longitude coordinates are received.
04/01/10 -- 04/05/10	Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Kaua`i County PSAP returned their signed certification with conditions to Tracfone on April 5, 2010.
04/01/10 -- 04/08/10	Akimeka personnel, along with Kathleen Langtad, spoke with Guy Undercoffer, Acting General Manager of the Kauai Beach Resort regarding the lack of address information when the property calls 9-1-1. Samples of 9-1-1 test calls were provided to Mr. Undercoffer and Wavecomm Solutions. The trouble was isolated to either the network provided by Wavecomm Solutions or their PBX provider. Wavecomm Solutions and the Kauai Beach Resort will continue to work on resolving this trouble.
04/01/10 -- 04/28/10	Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
04/01/10 -- 04/30/10	Akimeka personnel assisted the Kaua`i County PSAP in preparing documentation and cost support for the alternate PSAP site and a 5th PSAP position at the Kauai County PSAP.

- ## PSAP Operations (continued)

04/07/10 -- Ongoing	On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.
04/14/10	Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
04/15/10 -- Ongoing	Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
04/16/10 -- Ongoing	Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

- ## MSAG

Current Month – April 2010

2010		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	42	40	18	0	4	6	12	40	2	0	0
		Revised categories and report format changes effective April 2009.									

A total of 42 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, 40 customer ANI/ALI records were corrected as a direct result of changes made to the MSAG database.

There are no records in Suspended status as of April 30, 2010 – three consecutive months – and no issues are listed on the monthly Intrado 701/709 report.

Kauai County Wireless E9-1-1 Status Report
April 1, 2010 – April 30, 2010

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	185	180	91	3	35	32	19	397	5		
AVG PER MO	46	45	23	1	9	8	5	99	1		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- ## Mapping Layers Updated/Loaded Into GIS – April 2010

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
	04/26/10			Per VZW CRSS
	04/19/10			Per AT&T Mobility CRSS. Change in sector compass orientation and azimuth.
Street Centerlines				
			04/14/10	
	04/12/10			

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County Wireless E9-1-1 Status Report
April 1, 2010 – April 30, 2010

- ## Mapping Layers Updated/Loaded Into GIS – April 2010
  (continued)

	KAUAI			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
Address Points				
	04/29/10			
	04/28/10			
	04/27/10			
	04/26/10			
	04/23/10			
	04/22/10			
	04/21/10			
	04/20/10			
			04/14/10	
	04/13/10			
	04/01/10			
Psuedo Address Points				
			04/14/10	
	04/12/10			
	04/09/10			
Parcels				
Coastal Names	04/12/10			
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

- ## Mapping Layers Updated/Loaded Into GIS – April 2010
  (continued)

KAUAI			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
Plat Maps				
Points of Interest				
			04/14/10	
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
			04/14/10	
Tsunami Evacuation Zones				
WiFi Sites				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – April 2010

04/22/10   Akimeka GIS personnel discussed parcel horizontal accuracy improvement methodology with Kauai GIS personnel.

Kauai County Wireless E9-1-1 Status Report
April 1, 2010 – April 30, 2010

- ## Service Requests Transactions

Open Service Requests – April 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**5**	**5**	**0**	**3**	**3**	**2**	**2**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions